

*Sept. 29, 2011
8:30am - 11:30 am*

Rejecting Recession: Connecting with Customers

*FVCC Arts & Technology
Room 139*

The recession has impacted every aspect of the economy. Although customer service has always been a mainstay, customer understanding and positive employee attitudes are more important today than ever before.

You Will Discover How To:

- ◆ Encourage co-workers and employees to treat every customer as if they were the first of the day.
- ◆ Improve your odds of connecting with customers positively by further developing your Comic Vision™.
- ◆ Use “tongue fu” and simple language changes to defuse potentially negative customer service situations.
- ◆ Laugh and learn as you develop your own Comic Vision™ with Tim’s proven stress buster methods and tools.

Having traveled in excess of 1.5 million miles in his 16 year speaking career, Tim Gard has experienced the best and the worst customer service worldwide. He will teach you how the effective use of a Comic Vision™ can enhance morale and improve communications. Help make every customer a happy, satisfied customer who can’t wait to return to your business.

A Little About Tim:

Tim Gard, CSP, CPAE is a drop-dead funny, laugh-out-loud humorist, who consistently delivers a rejuvenating, and immediately applicable message that teaches audiences to enhance productivity and enthusiasm in both professional and personal encounters! While he does not think of himself as a comedian, Tim dedicates himself to using humor as a way to look at life a little differently... He calls this a Comic Vision®.

As a leading and recognized authority in stress reduction through humor, Tim speaks at over 100 events each year, from Sioux City to Singapore. Having authored and co-authored 4 books, Tim is a frequent guest on TV and radio talk shows discussing his keynote speeches, facilitation and consulting experience!

Tim is a member of the Speaker's Hall of Fame, a title only awarded to 120 people world-wide! He is now in the top one percent of his industry!

The CPAE is based on exemplary skill and talent in material, style, experience, delivery, image, professionalism and communication and is awarded by industry peers.

Audiences around the world cheer and applaud when they hear the name Tim Gard!



AMAZING OFFER!!!!

Tim has offered to donate a 2 hour private training for the organization that sends the most attendees. This is a \$2000 value.

Don't miss out on this opportunity of a lifetime!

Detach and return with payment to:
FI Job Service Employers' Committee*
427 First Avenue East, Kalispell, MT

Name(s) _____

Organization: _____

Address _____

City/State _____

Registration (# of People): _____ x \$65.00

Or Table Rate: 4 or more _____ x \$55.00

*Please make check payable to Flathead JSEC



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